

# PAIA MANUAL

**Prepared in terms of section 51 of the  
Promotion of Access to Information Act 2 of  
2000 (as amended)**

**DATE OF COMPILATION: 01/01/2022  
DATE OF REVISION: 13/09/2022**

## 1. INTRODUCTION

The Promotion of Access to Information Act (“PAIA”), No 2 of 2000 gives effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights. PAIA gives the requester a right to lodge a request from the information officer of a public or private body. PAIA requires all private and public bodies to prepare a PAIA manual.

### 1. LIST OF ACRONYMS AND ABBREVIATIONS

- |     |             |   |
|-----|-------------|---|
| 1.1 | “CEO”       | Chief Executive Officer   |
| 1.2 | “IO“        | Information Officer;  |
| 1.3 | “PAIA”      | Promotion of Access to Information Act No. 2 of 2000( as Amended; |
| 1.4 | “POPIA”     | Protection of Personal Information Act No.4 of 2013;              |
| 1.5 | “Regulator” | Information Regulator; and  |
| 1.6 | “Republic”  | Republic of South Africa  |

### 2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;
- 2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;

- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

### **3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF GENOA UNDER WRITING MANAGERS (PTY) LTD**

#### **3.1. Information Officer**

Name: Adrian Smit  
Tel: 0102861915  
Email: [adrian@genoa.co.za](mailto:adrian@genoa.co.za)

#### **3.3 Access to information general contacts**

Email: [info@genoa.co.za](mailto:info@genoa.co.za)

#### **3.4 National or Head Office**

Postal Address: P.O Box 393  
Strathavon  
2031

Physical Address: The Firestation, Suite 806  
16 Baker Street,  
Rosebank, Johannesburg, 2196

Telephone: 010 286 1915  
Email: [info@genoa.co.za](mailto:info@genoa.co.za)  
Website: [www.genoa.co.za](http://www.genoa.co.za)

#### 4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 4.2. The Guide is available in each of the official languages and in braille.
- 4.3. The aforesaid Guide contains the description of-
- 4.3.1. the objects of PAIA and POPIA;
  - 4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
    - 4.3.2.1. the Information Officer of every public body, and
    - 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;
  - 4.3.3. the manner and form of a request for-
    - 4.3.3.1. access to a record of a public body contemplated in section 11<sup>3</sup>; and
    - 4.3.3.2. access to a record of a private body contemplated in section 50<sup>4</sup>;
  - 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;

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<sup>1</sup> Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

<sup>2</sup> Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

<sup>3</sup> Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

<sup>4</sup> Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

- 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
  - 4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
    - 4.3.6.1. an internal appeal;
    - 4.3.6.2. a complaint to the Regulator; and
    - 4.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
  - 4.3.7. the provisions of sections 14<sup>5</sup> and 51<sup>6</sup> requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
  - 4.3.8. the provisions of sections 15<sup>7</sup> and 52<sup>8</sup> providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
  - 4.3.9. the notices issued in terms of sections 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and
  - 4.3.10. the regulations made in terms of section 92<sup>11</sup>.
- 4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

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<sup>5</sup> Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

<sup>6</sup> Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

<sup>7</sup> Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

<sup>8</sup> Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

<sup>9</sup> Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>10</sup> Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>11</sup> Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

4.5. The Guide can also be obtained-

4.5.1. upon request to the Information Officer;

4.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-

4.6.1 English and Afrikaans

**5. CATEGORIES OF RECORDS GENOA UNDERWRITING MANAGERS (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**

Category of records	Types of the Record	Available on Website	Available upon request
Manuals, Privacy Policy	PAIA Manual Genoa Underwriting Manager's Privacy Statement.	X	
Product Information	Information relating to our liability products	X	
News and Media	Resent news articles and content		
Complaints and Conflict of Interest	Complaints Procedure and Conflict of Interest Management Policy	X	

**6. DESCRIPTION OF THE RECORDS OF GENOA UNDERWRITING MANAGERS (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION**

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
FAIS	Financial Advisory and intermediary Services Acts (37 of 2002)
POPI	Protection of Personal Information Act 4 of 2013

Client Records	Short Term Insurance Act 53 of 1998
Employee Records	Unemployment Insurance Act 30 of 1996
Employee Records	Income Tax Act 95 of 1967
Employee Records	Basic Conditions of Employment Act, Act 75 of 1997

**7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY GENOA UNDERWRITING MANAGERS (PTY) LTD**

Subjects on which the body holds records	Categories of records
Strategic Documents, Plans, Proposals	Annual Reports, Strategic Plan, Annual Performance Plan, Marketing Plan, Strategic Roadmap, Financial reports, Compliance Reports.
Human Resources	<ul style="list-style-type: none"> <li>- HR policies and procedures</li> <li>- Advertised posts</li> <li>- Employees records</li> </ul>

**8. PROCESSING OF PERSONAL INFORMATION**

**8.1 Purpose of Processing Personal Information**

- a) To assess your profession, age, business activities, current risks insured, past and current insurance history;
- b) To assess previous claims history;
- c) To assess certain criteria and eligibility for quotation;
- d) To determine acceptable level of risk for Insurer;
- e) To provide quotation;
- f) To assess, check, and process claims;
- g) For statistical and research purposes;
- h) To comply with legislative and regulatory requirements, including codes of conduct and requirements of our regulators (including the Financial Sector Conduct Authority and Prudential Authority);
- i) To undertake credit reference searches and/or verification;
- j) For audit and record-keeping purposes
- k) For policy disputes or legal proceedings
- l) To process your application for a vacancy; or

m) To detect, prevent or deal with actual or alleged fraud, security breach, or the abuse, misuse or unauthorised use of the website

## 8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Insured	name, address, registration numbers or identity numbers, practice type, sum insured, VAT number, contact details, title, qualifications, claims/insurance history and bank details
Intermediaries	name, address, registration numbers or identity numbers, practice type, VAT number, contact details, title, qualifications, and bank details
Service Providers	names, registration number, vat numbers, contact details, address, and bank details
Insurance Providers	names, registration number, vat numbers, contact details address, and bank details
Employees	Name, identity number, address, contact details qualifications.

## 8.3 The recipients or categories of recipients to whom the personal information may be supplied

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus
1) Qualifications, for qualification verifications 2) Intermediary information relating to an investigation	Financial Sector Conduct Authority
Client insurance history	Intermediary requesting information (Letter of appointment is mandatory)
Client Insurance history in legal proceedings	Legal practitioners

#### **8.4 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information**

- Applicable security measures include encryption, firewalls, anti-virus programs are applicable to prevent interference and unauthorised access to Data Subject's Personal Information.
- will further ensure that authorisations to access Data Subjects Personal Information will be limited to those who are required to access such Personal Information for the purposes as set out in this manual. Further information on our security measures can be found in Genoa Underwriting Manger's Privacy Policy which is accessible at [www.genoa.co.za](http://www.genoa.co.za).

### **9. AVAILABILITY OF THE MANUAL**

9.1 A copy of the Manual is available-

9.1.1 on [www.genoa.co.za](http://www.genoa.co.za);

9.1.2 at the offices of the Genoa Underwriting Mangers (Pty) Ltd for public inspection during normal business hours;

9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.4 to the Information Regulator upon request.

9.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

### **10. UPDATING OF THE MANUAL**

The Information Officer of Genoa Underwriting Mangers (Pty) Ltd will on a regular basis update this manual.

***Issued by***

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***Adrian Smit***  
***Chief Operating Officer***